claudine gourlay
DENTAL PRACTICE

TERMS AND CONDITIONS

GENERAL DENTAL COUNCIL

The General Dental Council is the organisation that regulates dental professional in the UK. All of our team members are registered with the GDC as required by law. We are registered as follows:-

- Angela Claudine Gourlay, BDS. Reg No: 66114
- Ross Mark Wilson, BDS, MFDS RCS Eng 2000. Reg No: 73703
- Naomi Lucy Maslan, Dip Dent Hyg, Cardiff 2008. Reg No: 156583
- Yvonne Linda Lines, NEBDN 2005. Reg No: 131751
- Lorraine Marie Leadbeater, NEBDN 2008. Reg No: 131775
- Gareth Paul Morgan, Higher National Certificate, Edexel, BTEC 1998. Reg No: 105815

We comply with the GDC standards for dental professionals, the six key principles of which are:-

- Putting the interests of patients first.
- Respecting patient's dignity and choices.
- Protecting patient confidentiality.
- Co-operating with other members of the dental team.
- Maintaining professional knowledge and competence.
- Being trustworthy.

Further information on these standards and the GDC in general can be found at www.gdc-uk.org.

PAYMENT

We request payment for treatment at each appointment, we are happy to take cash, cheque or any of the major credit and debit cards. We do not, however, accept American Express.

APPOINTMENTS

We request that you give us 24 hours notice to cancel an appointment, in order for us to be able to offer the appointment time to someone else. It is our policy to charge 50% of the treatment cost if an appointment is missed or cancelled at short notice.

MEDICAL HISTORY

We will ask you to complete a comprehensive medical history form at your first appointment and to update this form regularly. This enables us to treat you safely and all information is treated in the strictest confidence.

COMPLAINTS

We appreciate all feedback, both positive and negative. In the first instance, please raise any matters with either Jacky or Claudine. We have a full complaints policy which can be viewed on request.

PRACTICE POLICIES

If you wish to view any of our practice policies, eg Health and Safety, Cross Infection Control etc., please ask Jacky or Claudine.